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FCC Mail Room

DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

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June 21, 2012

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2012. South Dakota has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing its Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 2011 and May 31, 2012.
- Annual Complaint Log which includes complaints received between June 1, 2011 and May 31, 2012 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that CSD's / Sprints records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, CSD/Sprint, the provision of call volume data will be voluntary; therefore providers are not required to provide the number of relay calls with their reports. Accepting that this information is accurate, South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

South Dakota's provider, CSD/Sprint, agrees to provide information to the FCC concerning the number of call. However, Sprint will do so under seal since call volume information is proprietary and confidential.

If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

A handwritten signature in black ink that reads "Grady Kickul". The signature is fluid and cursive, with the first name "Grady" and last name "Kickul" clearly legible.

Grady Kickul
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet



**South Dakota FCC
Complaint Log
2011 - 2012**

11	08/24/11	A customer said "The Communication Assistant needs to do and follow what I say on call. The Relay is mine and I have control on the call. All Communication Assistants should do what I say. I want follow up from the Center Manager." The Communication Assistant relayed a message to the outbound customer. The outbound responded and the Communication Assistant typed everything that was heard. The outbound then requested previous information relayed during the call. The Communication Assistant remained transparent and typed this question to the inbound caller. The TTY user became upset and started directing their conversation towards the Communication Assistant. The customer was upset that the Communication Assistant typed out the question and did not repeat the previous information for the outbound caller.	08/25/11	It was verified that the Communication Assistant followed proper procedure in typing everything that was said by the outbound customer. Policy states that once information is stated the Communication Assistant can not go back and repeat previous information from the call. The caller was upset but Supervisors did apologize and tried to explain procedures. The customer will receive a follow up via email from the Center Manager as requested. The Program Manager verified with the Center Manager that a follow-up email was sent to the customer. A printout was also filed.
12	08/29/11	A customer stated that the Communication Assistant did not follow their instructions and appeared to be lazy.	08/30/11	A Supervisor followed up with the Communication Assistant per the customer's request.
13	09/09/11	A customer stated that the Communication Assistant did not follow instructions completely. The customer said that the Communication Assistant missed verifying all instructions given by the customer, including the following: turbo code off, microphone muted, and the Q after confirming the phone number. Customer Service apologized for the inconvenience and thanked the customer for the feedback. No follow up was requested.	09/09/11	The Supervisor followed up with the Communication Assistant and coached them on proper procedure and the importance of listening carefully to all instructions provided and following them as requested.
14	09/15/11	A customer had requested that the Communication Assistant to type: "turbo code off, microphone muted, 45 wpm and then the phone number for verification." The Communication Assistant only verified the number and tried doing it two times. Customer Service apologized to the customer for the inconvenience and offered a new Communication Assistant. A different Communication Assistant continued the call. No follow up was requested.	09/15/11	The supervisor met with the Communication Assistant and coached them on closely following customer instructions and the fact that typed or voiced instructions should be followed before customer notes. The Communication Assistant is now aware of proper procedure and will follow customers' instructions in the future.
15	09/24/11	A customer asked the Communication Assistant to type "Relay South Dakota" and then verify their identification number and gender. The Communication Assistant only typed the identification number and gender and did not type the verbiage "Relay South Dakota" to the customer as requested. Customer Service apologized for the inconvenience and thanked the customer for the feedback. No follow up was requested.	09/24/11	A Supervisor met with the Communication Assistant and reviewed proper procedures.
16	09/28/11	A customer stated that the Communication Assistant did not verify her identification number and gender fast enough. As a result the customer requested a different Communication Assistant to process her calls. The Supervisor apologized for the inconvenience and got another Communication Assistant to take over the call. No follow up was requested.	09/28/11	The Communication Assistant was coached on proper procedures and prompt response to all customer requests.
17	10/26/11	A customer said that the Communication Assistant did not follow the correct call verification questions and didn't answer the customer when they asked if the Communication Assistant could properly handle the call. Customer Service apologized for the inconvenience and thanked the customer for taking the time to provide feedback. No follow up was requested.	10/26/11	A Supervisor followed up with the Communication Assistant and reviewed proper procedure on following a customers' instructions before placing their call. The Communication Assistant is aware of the error and will perform in a more professional manner in the future.
18	11/01/11	A customer stated that they called in, and once connected stated "This is a South Dakota Relay Supervisor calling to follow up on a commendation." The customer stated that the Communication Assistant then interrupted and stated: "Sir this is also Relay South Dakota." The customer informed the Communication Assistant that they were a voice user placing a call to a VCO user and then the Communication Assistant stated "One Moment Please" after which the line was silent for approximately one minute. The customer asked if the VCO user was still on the line, and the Communication Assistant responded with "Yeah, hold on." The customer then voiced their greeting but the Communication Assistant stated that the outbound was not responding. The customer stated that they are confident that the outbound caller would not have left the line if the Communication Assistant had not interrupted the conversation.	11/06/11	The Communication Assistant was coached on the appropriate procedures for processing this type of call.

28	04/30/12	A customer stated that the Communication Assistant did not follow their notes. The customer requested that the Communication Assistant simply type (ANS MACH) GA so that they could start typing their message. However, the Communication Assistant typed the full Answering Machine message. Customer Service apologized to the customer and informed them that a Supervisor would follow up with the customer. The customer did not request a follow up.	04/30/12	A Supervisor spoke with the Communication Assistant immediately. The Communication Assistant apologized for starting to type out the answering machine message and is aware of proper procedures. The Supervisor coached the Communication Assistant on the importance of focusing on all calls at all times.
29	05/30/12	A Customer's friend reported that the customer recently moved and that their CapTel was not providing a dial tone at the new residence.	05/30/12	A Customer Service Representative advised contacting the telephone provider to ensure that the customer's service has been activated at the new location. The Customer Service Representative confirmed that the CapTel is working correctly now that the phone line has been activated.
30	05/30/12	A customer stated that the Communication Assistant wasted the customer's time, as they dialed, typed the greeting and then typed "One Moment Please" after which the line disconnected. Customer Service thanked the customer for the feedback and informed them that these concerns would be forwarded to the Supervisor for follow up. The customer requested follow up via email.	05/30/12	A Supervisor met with the Communication Assistant who explained that this call was a Voice Inbound. The voice line stated that they had to disconnect as their phone was dying, and disconnected. Within 60 seconds the outbound line automatically disconnected. The Communication Assistant did not have any control over the line disconnecting as it was automatic. Per the customer's request, a follow up email was sent.

South Dakota Relay Service – June 1, 2010 through May 31st, 2011

1. Total Number of TRS/CapTel complaints: 30